

**A STUDY OF IT FACILITIES AND E-BUSINESS SYSTEM  
ADOPTION IN LIBYAN MANUFACTURING COMPANIES**

**ANWAR AHMED MOHAMMED**

**UNIVERSITI UTARA MALAYSIA**

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**A STUDY OF IT FACILITIES AND E-BUSINESS SYSTEM  
ADOPTION IN LIBYAN MANUFACTURING COMPANIES**

**A Thesis submitted to the College of Business  
In partial fulfillment of the requirement for the degree  
Master of Science (Management)  
Universiti Utara Malaysia**

By

**ANWAR AHMED MOHAMMED**

2008

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## ABSTRACT

It is generally believed that larger manufacturing organizations respond more swiftly to changes in the global market place because they have better resources at their disposal.

These companies are therefore able to remain competitive by formulating the appropriate corporate strategies and making investments which enable them to maintain their strategic position. An opinion based on the activities of such organizations might be misleading in validating a country's manufacturing strategy.

This research gives an account to Libyan Manufacturing Companies and their adoption of IT facilities and E-business within the Industry. A sample of hundred questionnaires was sent to Libya, only sixty were returned. The results demonstrate that LMCs do not only require the usability of IT facility to enhance their workforce activities; but also some interests into Managerial, leadership, and technical skills as well.

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## TABLE OF CONTENTS

PERMISSION TO USE	iii
ABSTRACT	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	xiii
LIST OF FIGURES	ix
GLOSSARY OF TERMS	xi

### CHAPTER 1: INTRODUCTION

1.0	Introduction	1
1.1	Problem of the Research	3
1.2	Questions of the Research	4
1.3	Objectives of the Research	5
1.4	Scope of the Research	5
1.5	Significance of the Research	6
1.6	Thesis Presentation	6
1.7	Conclusion	7

### CHAPTER 2: LITERATURE REVIEWS

2.0	Introduction	8
2.1	Background	8
2.2	Highly Skilled Workforce required in the Manufacturing Companies	9
2.3	High Value Added Work for a Manufacturing Company	10
2.4	Highly-Skilled Workforce and Value-Added Workplaces	11
2.5	Example of UK Government's Manufacturing Strategy	12
2.6	Science and Innovation for the Manufacturing Sectors	13
2.7	Research and Development (R&D) For Manufacturing Companies	13
2.8	Issues on the Usage of IT facilities in the Pharmaceutical Industry	15
2.9	Challenges of Usage of IT facilities in Industrial Sectors	16
2.10	Existing Policy Framework for Trust and Confidence in E-commerce	17
2.11	Conclusion	19

### **CHAPTER 3: RESEARCH METHODOLOGY**

<b>3.0</b>	Introduction	20
<b>3.1</b>	Research Design	20
<b>3.2</b>	Sample and Sample Selection	20
<b>3.3</b>	Instrumentation and data gathering procedures	21
	<b>3.3.2</b> Questionnaire	21
<b>3.4</b>	Research Framework	22
<b>3.5</b>	Conclusion	25

### **CHAPTER 4: DATA ANALYSIS AND FINDINGS**

<b>4.0</b>	Introduction	26
<b>4.1</b>	Descriptive Analysis	26
	<b>4.1.1</b> Respondents' Demographic Profile	26
	<b>4.1.2</b> Profile of the LMCs (Libyan Manufacturing Companies)	29
<b>4.2</b>	Respondents' Perception on the Workforce Difficulties	31
<b>4.3</b>	Respondents' Conformity on the Adoption of IT Facilities and its Benefits	40
<b>4.4</b>	Further Analysis IT Facilities and E-Business System	44
<b>4.5</b>	Conclusion	46

### **CHAPTER 5: DISCUSSIONS AND CONCLUSIONS**

<b>5.0</b>	Introduction	47
<b>5.1</b>	Discussion on the Results	47
<b>5.2</b>	Limitations of the Research	49
<b>5.3</b>	Future Research Suggestions	50
<b>5.4</b>	Conclusion	51

### **REFERENCES**

### **APPENDIX 1 : QUESTIONNAIRE**

### **APPENDIX 2 : STATISTICAL DATA PROCESS**



## LIST OF TABLES

<b>Table 1</b>	Gender of the Respondent.....	27
<b>Table 2</b>	Age of Respondent.....	27
<b>Table 3</b>	Respondents' Positions in the Company.....	28
<b>Table 4</b>	Nature of the Company.....	28
<b>Table 5</b>	Types of Manufacturing Companies.....	29
<b>Table 6</b>	Number of Employees.....	30
<b>Table 7</b>	Company's Products Characteristics.....	30
<b>Table 8</b>	Company Total Assets.....	31
<b>Table 9</b>	Workforce issues toward company performance.....	32
<b>Table 10</b>	Most difficult challenges in hiring a qualified and motivated workforce.....	33
<b>Table 11</b>	Types of positions LMCs find most difficult to fill.....	34
<b>Table 12</b>	Employees in short supply in the company.....	34
<b>Table 13</b>	Skills needed by employees for the company efficiency in coming Years.....	35
<b>Table 14</b>	Strategies to be utilized to attract and retain employees.....	36
<b>Table 15</b>	Most important features for the company's future success in regards to the changes in the economy and business environment.....	37
<b>Table 16</b>	Most significant barriers to LMCs' expansion in Libya for five years.....	38
<b>Table 17</b>	Economic impacts of shortages in LMCs' workforce.....	39
<b>Table 18</b>	LMCs participation in a discussion about workforce issues with other area manufacturers.....	40
<b>Table 19</b>	Adoption of computerized system and high performance.....	40
<b>Table 20</b>	IT facilities applied into product and process design.....	41
<b>Table 21</b>	Computerized facilities utilization in product design.....	42
<b>Table 22</b>	Manufacturing companies use IT facilities for data and information.....	42
<b>Table 23</b>	IT programs organize and manage the sales force.....	43
<b>Table 24</b>	MC adopting IT facilities install a networked computer system with supporting tools.....	43
<b>Table 25</b>	Computers in a MC minimize the people involved in administration.....	44
<b>Table 26</b>	Means and Standards deviations of section 3.....	45

## **LIST OF FIGURES**

<b>Figure 1</b>	Framework of the Study	23
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## **GLOSSARY OF TERMS**

<b>B2B</b>	Business-To- Business
<b>B2C</b>	Business-To-Commerce
<b>DfES</b>	Department for Education and Skills
<b>DTI</b>	Department for Trade and Industry
<b>E-</b>	Electronic
<b>ICT</b>	Information and Communication Technology
<b>IT</b>	Information Technology
<b>LD</b>	Libyan Dinnar
<b>LMCs</b>	Libyan Manufacturing Companies
<b>MC</b>	Manufacturing Company
<b>MENA</b>	Middle-East and North-Africa
<b>OECD</b>	Organization for Economic Co-operation and Development
<b>R&amp;D</b>	Research and Development
<b>SCM</b>	Supply Chain Management
<b>SPSS</b>	Statistical Package for Social Sciences
<b>UK</b>	United Kingdom
<b>US</b>	United States

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.0 Introduction**

The world market for manufactured goods is growing, and will continue to grow but manufacturing globally is undergoing rapid change. The industrial countries of big nations such as Western Europe and North America face increasing competition from lower cost but increasingly sophisticated producers around the world. Moreover, as competition escalates in the world market place, an extraordinary economic shift with rapid growth and development across China, India and the former Eastern bloc can be witnessed. All this is due to the fact the reduction of tariff barriers and transport costs, easier communications and increased capital flows have allowed low wage countries to compete more effectively, shifting production away from advanced industrialized nations such as Britain, the US and mainland Europe (DTI, 2004).

Manufacturing companies' workforce flexibility has its inherent advantage in developing a multi-skilled, team-based workforce. According to McCreery et, al. (2004), workforce flexibility in manufacturing sector is centered on cross-training the workforce using appropriate operational guidelines to determine the expected skill sets in each team and how many skills each member of the team should be trained for in order for the team to deliver optimal performance.

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The supporting infrastructure of adopting IT facility is adequate for developing a highly skilled workforce which would bring about the desired high value added workplaces. However, there is a need for review of some of the initiatives in place as discussed in this chapter which would result in improving the effectiveness of implementation of the new technology.

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